



# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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### QUESTION 1

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Add an optional action to the case to explain the task.
- B. Send a notification to the assigned user.
- C. Add an instruction to the assignment.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: C

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### QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: BD

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### QUESTION 3

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.



- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

Correct Answer: A

#### QUESTION 4

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency value to the deadline interval.
- B. Adjust the default assignment urgency value.
- C. Apply an urgency value to the goal interval.
- D. Add an escalation action to the goal interval.

Correct Answer: A

#### QUESTION 5

##### HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results

Correct Answer:



Answer Area

Deliverable/Outcome

The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"

Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight

The airline wants to increase airline ticket sales by creating a customer loyalty program.

Output Type

Long-term goal  
Solution prototype  
Journey/process maps, diagrams, and empathy maps  
Problem/opportunity statements  
User-testing results

Long-term goal  
Solution prototype  
Journey/process maps, diagrams, and empathy maps  
Problem/opportunity statements  
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Long-term goal  
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